



Department of Employment Dispute Resolution

EDR Training Schedule January 2003 – June 2003

UNDERSTANDING AND USING THE GRIEVANCE PROCEDURE

Feb. 12, 2003	9:00 am - 12:00 pm	Richmond
April 9, 2003	9:00 am - 12:00 pm	Richmond

ENHANCING MANAGEMENT'S RESPONSE TO EMPLOYEE GRIEVANCES

March 11, 2003	1:30 pm - 4:30 pm	Richmond
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BEST PRACTICES IN EMPLOYEE DISCIPLINE AND DISCHARGE

March 11, 2003	9:00 am - 12:00 pm	Richmond
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INTRODUCTION TO CONFLICT RESOLUTION SKILLS

Feb. 12, 2003	1:30 pm - 4:30 pm	Richmond
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WORKING THROUGH DIFFICULT CONVERSATIONS ON THE WAY TO RESOLVING WORKPLACE CONFLICTS

April 9, 2003	1:30 pm - 4:30 pm	Richmond
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BASIC MEDIATION

May 14-16, 2003	8:30am - 5:00 pm	Richmond
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GROUP MEDIATION

June 12-13, 2003	8:30 am – 5:00 pm	Richmond
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